



## The Family Liaison Office

---

# Support Services

### **New package of services for employees and family members separated by service at unaccompanied posts**

The Family Liaison Office (FLO) has contracted with Managed Health Network (MHN), a behavioral health care provider, to enhance access to support services for Department of State employees and their families during unaccompanied tours (UT) of service. The one-year pilot program includes a customized Web portal, online training, and 24/7 call-center support. Funding for this program has been provided by the Una Chapman Cox Foundation.

MHN will offer direct-hire employees on permanent change of station assignment to unaccompanied posts and their family members (Eligible Family Members and Members of Household) a customized Web portal. The website features articles on a variety of emotional health topics, including coping with separation, maintaining bonds with children, and communicating at a distance. Online multimedia programs will provide self-assessment and self-help tools for dealing with stress, anxiety and depression. Online training will also be offered to employees and their families on stress management, effective communication practices and other topics that will be determined through an upcoming on-line Needs Assessment Survey. Licensed clinicians at MHN's call-center will provide telephonic assessments, referrals to the Department of State's Employee Consultation Services, and emergency consultation to family members who are separated by service at an unaccompanied post.

Eligible employees assigned (present or future) to an unaccompanied post and their family members are encouraged to contact FLO's Program Specialist for Unaccompanied Tours, Nan Leininger, at [LeiningerNW@state.gov](mailto:LeiningerNW@state.gov) or email [FLOAskUT@state.gov](mailto:FLOAskUT@state.gov) to learn how to access the Web site and obtain the toll-free telephone number. Employees are requested to please share this information with their family members.

*August 14, 2006*